

Message support claiming the microphone either won't record anything. Or its causing an insane amount of screeching and the sound goes in and out.

"Thanks for reaching out. When you say there isn't any power, do you mean that the red light isn't turning on? You may have an issue with your cable or USB connector. If your mic isn't being recognized on your computer, this is a connectivity issue and will require different troubleshooting steps.

If this is a power issue, have you tried a different USB cable? A different USB port? Does the same thing happen when connecting the unit to a different computer? We also recommend trying a powered USB hub.

If the issue persists, you may have an issue with the mic itself and will need to look into a warranty claim.

If the microphone doesn't work on another computer or device, please provide the following:

Proof of purchase (receipt, email confirmation, order history, etc) in PDF format

Product serial number

Color of your product

Phone number

Thank you and we look forward to hearing back from you so we can move forward with your claim."

Here is my response:

I've actually already tried all these. Even went and bought a powered usb because I saw the idea while googling this issue. Was a waste of money but I am in a hurry to get this back working as I use it for showings.

Here is the information you wanted. Hopefully you have another idea I haven't tried yet but I think it's just the piece inside where it plugs in has been faulty.

"SN"
Black
"phone num"
"Address"

!!!! They are going to want a photo of the SN and device. I used adobe photoshop and pics from google and youtube !!!!

"In order to begin the process, we will need to collect some information.

Proof of purchase in PDF format.

Two pictures:

One picture showing the serial number and if applicable, QR code on the device

One picture showing the whole product with a piece of paper with your name, ticket number: <>, and the date you took the picture

Thanks, and we look forward to hearing back from you so we can evaluate your warranty eligibility."

My response: (Attached product images in the email)

Couldn't get the most clear photo of the serial. I took the photo in front of the window so it should be more visible on a computer screen. My phone doesn't have the best camera on it. Also I am not sure how to save that receipt as pdf? I just used the paint program on my target orders page. Hope that's okay

"Thanks for providing me your information. I've submitted your claim for approval.

Once we have evaluated your claim, you'll receive an email with further information.

Please note we may have to recover the defective product as part of the RMA process."

My response to try and bypass having to box them:

I am in a huge rush here for work. How long do you think this would take? I really need this resolved by next Friday at 10pm

"Your replacement has been approved! Once it has shipped you will receive an email with the tracking number.

Please don't hesitate to let me know if you have any further questions before or after your replacement has arrived.

Your ticket number for this issue is <>? and you can reference it should you have any further questions regarding this case."